



December 20, 2010

# IVH Insights

## NEWS FROM VOLUNTEER SERVICES

by Diane Lemker

The generosity of groups and individuals from around the state has been amazing this Christmas season. We have received hundreds of Christmas cards for the residents to send to their loved ones. We have also received many cards addressed to our residents to let them know they are not forgotten and to thank them for their service. The Salvation Army delivered a 2011 calendar for each resident on December 10, and we have received other calendars that will soon be available for the residents to select for their room.

Several groups have conducted donation drives this fall for IVH residents, including the Heartland Chapter of the Leathernecks Motorcycle Club in Boone, Story County Veterans Affairs, John Deere Credit in Johnston, Wells Fargo Mortgage in West Des Moines, Iowa TSA and the employees of the Meskwaki Bingo Casino Hotel.

*Pictured above: Wreaths Across America participants*



## Commandant's Corner

As we move into the Holiday season, I continue to be more impressed with the hard work of the staff and the support we get from the community.

At least a few times a week in these last two months. I have been approached by a different group of people who are here to help us with our mission. I wish I could mention every one of them, but then I would forget someone and they wouldn't get the proper recognition.

This month alone, we've had numerous holiday celebrations. I was honored to speak with the Red Hat Ladies and that was only possible with the assistance of all the volunteers who stepped up to help us with the residents of the Iowa Veterans Home.

It truly would be impossible for us to accomplish our mission without these true patriots stepping up every day.

Many of them help by donating money. Recently they have donated over \$10,000 in goods or dollars.

We have volunteers here every day who donate up to 2,000 hours a year of their time to help care for our residents. While they make our lives easier, they really make the residents lives better.

I want to take this opportunity to say to those communities across the state, the veteran service organizations, and those dedicated volunteers, "THANK YOU VERY MUCH." You remain the reason we are successful for caring for our residents. I salute you all.

*Commandant David Worley*

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## New Employees at IVH



*Welcome!*

*Front Row (L-R): Abby Lenz, Andrea Ryan, Alex Moler, Cheryl Heffelmeier, Ashleigh Cipriani*

*Back Row (L-R): Cindy Eggleston, Crystal Roberts, Lindsey Shore, Dustin Robb*



## Heinz Hall Update

by Susan Wilkinson

Happy Holidays from Heinz Hall. December has flown by as we assist 41 residents with plans to discharge to the community. Many of these residents are going to their own apartments and need EVERYTHING! If you have extra household items that you would be willing to donate, please let our social workers, Deb or Diane know.

We are looking for dishes, small appliances, bedding, and any other items necessary for setting up a household. Thanks and Merry Christmas!

**IVH Insights** is a twice-monthly publication of the Iowa Veterans Home.

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send to PR/Mktg Dept.

# Hospice & Palliative Care

## What is the difference between hospice and palliative care?

Palliative care should be started at the time of diagnosis and can occur with aggressive or curative treatment often managing the symptoms that therapies cause. Hospice care on the other hand is appropriate for the last 6 months of life.

Providing quality, compassionate end of life care at the Iowa Veterans Home has long been a priority. An internal interdisciplinary Palliative and Hospice Care Committee strives to provide education to unit teams. Unit teams promote excellence in care giving and support to meet the unique physical, emotional, psychosocial, and spiritual needs of residents and their families who face distressing symptoms and/or life threatening illnesses. Emphasis is placed on pain and symptom relief and on implementing measures that will enhance the resident's quality of life.

Some of the services provided to our residents and their families include:

- **Educational materials** that help families understand the resources available as well as information to assist them in understanding of the changing nutritional and emotional needs at the end of life and what to expect in the dying process.
- **Pathways Program** is a picture that is hung by the name plate of the resident who is actively dying. Using this notification allows the IVH community to offer support /comfort to the resident, their family, and one another. This visual cue alerts individuals to check with unit staff prior to entering the resident room so assigned work duties may be completed with dignity and respect.
- **One-to-one care** is the service of providing a continual caring presence in the last phases of life, promoting dignified care that focuses individual attention on meeting the resident's physical, emotional, and comfort care needs.
- **Complimentary housing** and meals are provided to families in attendance with residents receiving one-to-one care.
- **Comfort Haven**--a comfortable room designated for families and friends that provides a quiet home-like atmosphere with many comforts, including a microwave, coffee pot, TV/VCR, kid's toys, etc.



## "The Night Before Christmas – A Nursing Version"

*"'Twas the night before Christmas, and all through the floor, Lasix was given, filling foleys galore. Stockings were worn to prevent emboli. They came in two sizes – knee and thigh high. The patients were nestled all snug in their beds, while visions of medicines danced in their heads. We in our scrubs, and they in their gowns, fashions created to hide extra pounds. When down in the ER, it became such a zoo. They called with admissions for me and for you. They're coming, they're going, they all look the same. My patience for patients is starting to wane! The new shift arriving, our shift is now through. How did stool and emesis get in my shoe? We give them report and pass on the facts, and tell them of duoderm preventing new cracks. And the nurses exclaim as they limp out of site, 'Happy Holidays to all, and to all a good night.'"*

The Best of the Season to staff, residents, and families  
from the IVH Nursing Department.



## Facilities Management *by Kathy Shannon*



The Dock Day Room Expansion Project continues to progress well. The exterior of the building has been enclosed and the contractors have been very sensitive to IVH's needs to keep the facility warm. The sidewalk and new roadway have been installed. The contractor has begun the elevator work connected to this project. Interior framing and mechanical and electrical rough-in has started.

The Phase 1 Project is also continuing at a steady pace. Work is continuing at different phases in all households in the Ulery building. Household 1 has been painted and the installation of casework, doors and trim has begun. Household 2 is currently being painted. The other households are following behind at a staggered pace. The last household and the community space will be getting drywall installed in January.

The Fox building also continues to progress well. Household 4 will be completed this month and ready for a pre-punch list inspection. Limited tours of this household will be scheduled. Household 3 will be ready for its pre-punch inspection by mid January. Households 2, 1 and the community space will get flooring and equipment installed December through February.

The final renovation of the Malloy elevators has begun. The final car in Malloy should be completed this month. Then the contractor will go back and one at a time, replace the flooring in these elevators. It has been a long process, but we are nearing the end of elevator renovation in Malloy. The final Dock elevator renovation is tied in with the Dock Expansion project. The expectation is that it may be complete sometime in January.

The lighting project in Dock to convert the lights from the old T-12 bulbs and ballasts to a more energy efficient T-8 bulb and ballast will begin soon. Maintenance is putting together the schedule and will have the timeline out to any affected units as soon as possible. ***Happy Holidays from the Facilities Management Team!***



## Technology Department *by Rob Buchwald*

The recent arrest of a military member for stealing and leaking classified foreign policy documents and videos is a reminder that everyone at IVH needs to take responsibility for ensuring confidential information remains confidential. Here are a couple of quotes from suspect PFC Manning from a chat log: *"Hillary Clinton, and several thousand diplomats around the world are going to have a heart attack when they wake up one morning, and find an entire repository of classified foreign policy is available, in searchable format, to the public [...] I would come in with music on a CD-RW labeled with something like 'Lady Gaga'... erase the music then write a compressed split file."*

The military has placed a ban on storage devices such as USB drives, CD-R, CD-RW, and other removable media in an effort to combat data breach, data loss, and to prevent viruses and other malware from compromising network devices and systems.

IVH has had a policy (Policy 70) banning removable media for several years. Although removable media is a very common device in the computing world, it poses a serious risk to data confidentiality. Please keep alert and report any use of such devices in the facility.

## RESIDENT & FAMILY SERVICES

*by Randy Inhelder*

The Resident Council has a long history at the Iowa Veterans Home. Although the exact date of the council's beginning is unknown, the first by-laws were established on November 4, 1976. Since then, the by-laws have been amended a total of 18 times, a testimony to the fact that the by-laws, like the U.S. Constitution, are a "living document." They can be, and have been, amended over the years to reflect changes in how the organization was led. The most recent amendments were approved and adopted last year.

There have also been many Resident Council leaders over those same years. The first recorded president was named Dorothy Stump and she was president from July 1978 to February 1979. Since then, a total of 20 different residents have served as the President of the Council.

A total of 84 IVH residents have served their fellow residents and the IVH since the start, and I'm sure others will step forward in the future to do the same.

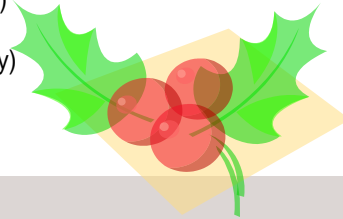


## IVH Website Calendar

Submit your event information on the IVH website calendar. It's quick and easy and the calendar is available to staff, residents, and the community. Log on to [www.iowaveteranshome.org](http://www.iowaveteranshome.org) and click on "Calendar" to begin.

## Upcoming Events

Day	Date	Time	Event	Location
Tues	12/21	6:30 pm	Heinz Hall Christmas Party	Heinz Hall LRC
	12/21-12/23		Unit Christmas Socials	
Fri	12/24	10 am	Resident Movie & Refreshments	Malloy LRC
Fri	12/24		Christmas Eve (paid State holiday)	
Sat	12/25		<b>Christmas Day</b>	
Fri	12/31		New Years Eve (paid State holiday)	
Sat	1/1		<b>New Years Day</b>	



## Announcements

I am happy to say that in a week we raised over \$450 for Joy!! The IVH family is so generous!! We will continue to take donations next week. I sincerely hope everyone has a very Merry Christmas!! What a great group to be a part of!! Thank you again!! Stacey Badger

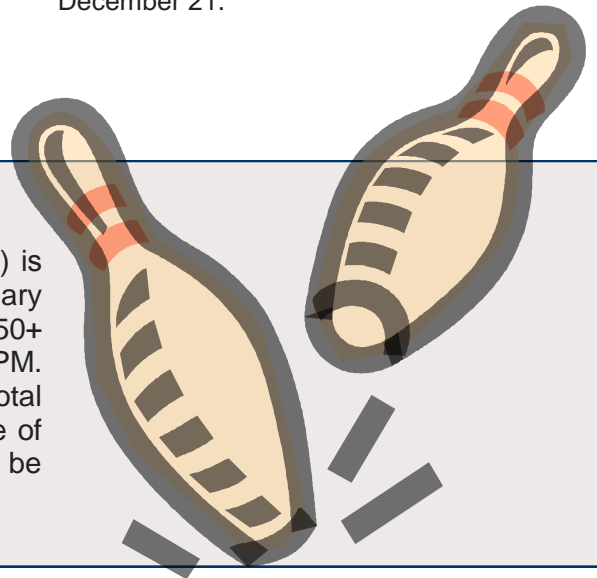
I just want to send out a huge thank-you from myself and my family for all the donations given to us in this time of need. Never in a million years would I imagine I would be in a situation such as this. I truly am blessed to work with such generous people. It takes time to get back on your feet but with wonderful people like all of you I have a pretty good start. Thank you all once again!!! Happy Holidays!!! Dannyele Stowe

**AEROBICS CLASS** is held on Mondays & Wednesdays from 4:45-5:45 p.m. We'll start out with low impact kickboxing this session with body shaping using exercise balls, bands and/or free weights. Cost is \$1.00 per class/\$8.00 a month/FREE for Fitness Room members. Fitness Room is FREE for aerobic class members. To sign up call Diana Stonewall at X4437 or Denise Ulery at X4555.

Until further notice, popcorn will be available on Tuesdays in the Dack LRC instead of the Malloy LRC, with the following exception: There will be no popcorn on Tuesday, December 21.

## SEHARC 30<sup>th</sup> Annual Bowling Tourney

The State Employees Health and Recreation Committee ("SEHARC") is sponsoring the 30<sup>th</sup> Annual Bowling Tournament on Saturday, February 5th, 2011 at AMF of Des Moines, 3839 E. 14<sup>th</sup>. There is space for 150+ teams. The primary times for bowling will be 11:00 AM and 2:30 PM. Teams must consist of at least one man and one woman and have a total of five players on the team. All team members must be current state of Iowa employees (or retired), not spouses or friends. The entry fee will be \$35 per team and will cover the cost of bowling and prize money



## Business Services Update *by Greg Wright*

Governor Branstad's transition team has requested all agencies to submit both financial and organizational information about their Department but beyond that request we have not yet had a formal conversation with his team. Recently the Department of Management approved the refill of various positions. Many departments over the next month are going to be busy interviewing perspective applicants.

Phase 2 drawings went on the street last week with the bid opening scheduled for January 6, 2011. The Phase 3 drawings are scheduled to go out to bid January 4, 2011 and then the bids would be opened on February 24, 2011. We are going to have a lot of construction activity on campus for the next five years.